

Coming Soon...

- Compassion Fatigue
- Career Brokers

See page 3 for additional information on these topics.

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Training Newsletter

Employment & Career Development Division Training Academy

A Snap Shot of Today's Training Environment

Volume 1, Issue 3

January 2011

Offender Employment Services

Do you know how to appropriately ask every customer if they have a conviction history as required in SKIES? Do you know what to do if the customer discloses? What resources are available? What are your next steps? Serving Customers with Conviction Histories is a 3-hour session that will help staff respond to the questions above, gain an understanding of why working with this customer is so critical and help staff feel more comfortable in the process.

The 1-day Offender Employment Services Workshop Facilitation training provides staff with the next level of training to work with customers that have a conviction history. Staff completing this training will gain additional resources, skills and competencies to work more effectively and be able to conduct targeted workshops to help WorkSource offices manage their customer flow and meet the needs of the customer. The training provides staff with the curriculum and the skills to conduct the Reentry Orientation, the 12-hour Job Hunter Xpress, the Child Support Workshop and the Job Club.

Did You Know?

The training Academy will be offering stand alone modules from Customer Flow? After talking with staff and supervisors we identified a need for individual training modules on a variety of topics.

Beginning in early 2011 we will be offering the following:

- Documentation in the WorkSource Environment
- Communication and Customer Service (Includes: Assertiveness Unit)
- Stress & Time Management
- ONET, Workforce Explorer and Go2WorkSource
- Disabilities
- Serving Unique Populations
- UI TB/CAT & JSR
- Programs- Offer this training quarterly; delivered by representatives from each program

Course announcements with additional information will be coming soon.

You can access the ONET website at:

<http://www.onetknowledgesite.com/wdps.cfm>

"You can teach a student a lesson for a day; but if you can teach him to learn by creating curiosity, he will continue the learning process as long as he lives." –

Clay P. Bedford

Resources & Tips: O*NET Knowledge Site

The O*NET Knowledge site has been developed for workforce development professionals who seek to better understand how O*NET works, how to teach others about O*NET labor market information functions, and learn how local workforce development councils guide initiatives that affect workforce professionals. Other site highlights include:

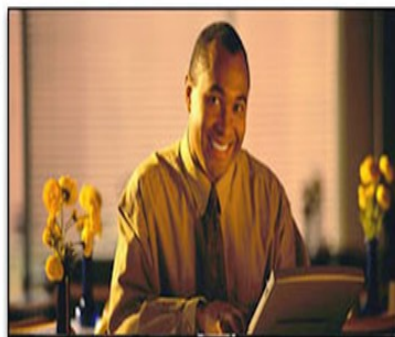
- Tools for trainers: access and download PowerPoints and program guides that can be used to deliver O*NET training.
- Tools for IT professionals: database files and support documents to assist in developing labor market profiles.
- Job description writer: draft job descriptions using this powerful O*NET tool.
- WIB connection: learn how our partners in the one-stop system craft initiatives and other important systemic tools.
- O*NET Academy online learning: connects you and your job seekers to self-paced courses, tutorials, and live webinars to learn more about O*NET.
- O*NET resources: vital links to national programs that work in collaboration with O*NET.



WORKFORCE DEVELOPMENT PROFESSIONALS

O*NET provides Workforce Development Professionals with comprehensive occupational information and tools when they need them most. Because O*NET is maintained by the U.S. Department of Labor, Workforce Development Professionals can count on O*NET to provide the most current and accurate information!

Also visit the [National Association of State Workforce Agencies](#) for more O*NET news!



OnLine Poll

My state integrates O*NET data into its workforce development programs.

- ☐ Yes
- ☐ No
- ☐ I don't know

[Vote](#)

Who are they? Meet the Training Academy Staff



Edie Schumacher
Trainer

Edie Schumacher is a Washington native, who was born, raised and currently lives in Seattle. She has always lived in Western Washington, mostly in the King County area, but also lived in Ocean Shores for five years. Edie started with Employment Security four years ago where she worked as an Intake Agent at the King County TeleCenter and was the UI representative for Rapid Response in Western Washington. After a year and a half Edie accepted a position at North Seattle WorkSource Affiliate in the CPP Unit doing re-employment services. In June 2009, she joined the Training Academy where she is currently a statewide trainer out-stationed in Auburn. Prior to Employment Security Edie did a Secondary Education teaching internship at Franklin High School in Seattle, was Case Manager for Neighborhood House in Seattle's largest public housing community, Family Support Worker for Seattle School District and has many years in customer service and relations, all of which have contributed to her success with Employment Security.

Outside of work Edie has her own direct sales business and spends time with her talented son and a beautiful 4 1/2 year old granddaughter who is the delight of her life!

Coming Soon...

Compassion Fatigue– Due to the success of the Workplace Security program offered at WorkSource sites across the state, a new version of this course will soon be made available to our Telecenter sites. This new program has two sections. The first section focuses on how to intervene with angry and hostile customers on the telephone. The second section addresses the concept of compassion fatigue and teaches strategies for stress management and self-care. The new course will examine:

- Dealing with angry and violent customers on the telephone
- Identifying potentially violent customers
- Responding to difficult customers and practicing de-escalating behaviors
- What to do when a customer's behavior becomes abusive
- What to do and what not to do to resolve conflict
- Understanding the concept of compassion fatigue
- Recognizing the signs and symptoms of stress and burnout
- Tools to manage stress, burnout and compassion fatigue
- Self-care strategies

The new course is the second training program jointly developed by the HR Core Training Team and ECDD's Training Academy. The pilot class will be taught at King County Telecenter in February by Rick Riesenberg (HR) and Dale Sturzenegger (ECDD).

Career Brokers Training– This course provides a detailed overview of career broker core competencies: documentation, career guidance, Service Plan(s), barriers to employment, work skills assessment, labor market information, selection and referral, and triage.

Director's Corner

I have received many questions over the past few months regarding who covers the travel related costs for attending Training Academy classes. The good news is that for the current budget year, the Training Academy is responsible for those costs. This includes classes at our facility in Lacey and for classes that we deliver in the field. So if a staff person in Okanogan County is attending a training that we are doing in Spokane, we will cover the costs. All class participants and their supervisors receive information on how the billing procedure should be handled as part of their pre-class registration packet.

There will be two permanent training positions at the Training Academy opening up very shortly. One position will be based in Spokane and the other in Lacey. The announcement should be posted within the next two weeks. We also have a few more positions that will be opening up around the state. More details on those positions will be made available shortly.



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The ECDD Training Academy offers a variety of courses and stand-alone modules to support ECDD and partner staff.

Our primary goal is to research, develop, and implement training that increases staff effectiveness, skill sets, and systemic knowledge.

We continuously strive to meet the needs of our colleagues statewide. If you have specific training requests, please contact the Training Academy for assistance.

Please visit our website for the ECDD training calendar, registration for courses, and additional staff resources.



Training Calendar

To find a full calendar of scheduled training please see our website using the following link:

<http://esdsharepoint/ECDD/Lists/ECDD%20Training/calendar.aspx>

Currently Offering:

Customer Flow
Crucial Conversations
Employment Counseling
Documentation in WorkSource Environment (Case notes)
7 Habits of Highly Effective People
Workplace Security
Job Hunter Train the Trainer
Training Benefits
KeyTrain
SKIES